



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 1, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Coalfields Telephone Company
Study Area Code 260408**

Dear Ms. Dortch:

On behalf of Coalfields Telephone Company “Coalfields”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Coalfields seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	260408
<015> Study Area Name	GEARHEART-COALFIELDS
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	James Campbell
<035> Contact Telephone Number: Number of the person identified in data line <030>	606-479-6254
<039> Contact Email Address: Email of the person identified in data line <030>	jcamp@mis.net

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed <input type="text" value="0.0"/>		
<420> Mobile <input type="text"/>		
<430> Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed <input type="text"/>		
<450> Mobile <input type="text"/>		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <input type="text" value="260408ky510"/> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <input type="text" value="260408ky610"/> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110> (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000> (check to indicate certification)	<input type="checkbox"/>
<2005> (complete attached worksheet)	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)	<input checked="" type="checkbox"/>
<3005> (complete attached worksheet)	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	260408
<015>	Study Area Name	GEARHEART-COALFIELDS
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	James Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	606-479-6254
<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

FCC Form 481
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July 2013

[illegible]

FCC Form 481
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July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

<010>	Study Area Code	260408
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<020>	Program Year	2014
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

09/19/2013

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	260408
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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	James Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	606-479-6254
<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net
<810>	Reporting Carrier	Coalfields Telephone Company
<811>	Holding Company	Gearheart Communications, Inc.
<812>	Operating Company	

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	260408
<015>	Study Area Name	GEARHEART-COALFIELDS
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<030>	Contact Name - Person USAC should contact regarding this data	James Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	606-479-6254
<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

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July 2013

<010>	Study Area Code	260408
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline		OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form		July 2013

<010>	Study Area Code	260408
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<020>	Program Year	2014
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	260408ky1210
		Name of attached document (.pdf)

<1220>	Link to Public Website	HTTP http://www.coalfields.net/pricing/
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"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

<010>	Study Area Code	260408
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

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Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	260408
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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	James Campbell
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	<input style="width: 100px; height: 15px;" type="text"/>
(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} (3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)		<input style="width: 100px; height: 15px;" type="text"/>
(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input style="width: 100px; height: 15px;" type="text"/>
(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information	<input checked="" type="checkbox"/> (Yes/No)
(3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains :		
(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications		<input checked="" type="checkbox"/>
(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input checked="" type="checkbox"/>
(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		<input checked="" type="checkbox"/>
(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,		<input style="width: 100px; height: 15px;" type="text"/>
(3023) Underlying information subjected to a review by an independent certified public accountant		<input style="width: 100px; height: 15px;" type="text"/>
(3024) Underlying information subjected to an officer certification.		<input style="width: 100px; height: 15px;" type="text"/>
(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input style="width: 100px; height: 15px;" type="text"/>
(3026) Attach the worksheet listing required information	Name of Attached Document Listing Required Information	260408ky3026

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	260408
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<030>	Contact Name - Person USAC should contact regarding this data	James Campbell
<035>	Contact Telephone Number - Number of person identified in data line <030>	606-479-6254
<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	260408
<015> Study Area Name	GEARHEART-COALFIELDS
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	James Campbell
<035> Contact Telephone Number - Number of person identified in data line <030>	606-479-6254
<039> Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) John Staurulakis Inc. is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis Inc.
Name of Reporting Carrier:	GEARHEART-COALFIELDS
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 09/19/2013
Printed name of Authorized Officer:	James Campbell
Title or position of Authorized Officer:	CFO
Telephone number of Authorized Officer:	606-479-6254
Study Area Code of Reporting Carrier:	260408 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	GEARHEART-COALFIELDS
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 09/19/2013
Printed name of Authorized Agent or Employee of Agent:	Amanda Molina
Title or position of Authorized Agent or Employee of Agent:	Consultant Revenue Requirements
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	260408 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Data Collection Form

<010>	Study Area Code	260408
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<039>	Contact Email Address - Email Address of person identified in data line <030>	jcamp@mis.net

<220>

[illegible]

Coalfields Telephone Company's demonstration of complying with applicable service quality standards and consumer protection rules:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Coalfields Telephone Company (“Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under the Kentucky Revised Statutes (KRS) and Kentucky Administrative Regulations (KAR). These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of KRS Chapter 278.541 to 278.544 and 807 KAR 5:011, which disclose rates, terms and conditions of service to customers; (2) adherence to Kentucky state consumer protection requirements governing telephone providers which include Consumer protections as

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

identified in KRS Chapter 278.546, Pricing Procedures as illustrated in KRS Chapter 278.542(1), and Compliance with Anti-Slamming Procedures as adopted in KRS Chapter 278.535; (3) truth-in-billing requirements as required in 807 KAR 5:061, Section 13; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy. Additionally, incumbent local exchange carriers are required by 807 KAR 5:061, Section 4(4) to maintain records of and report monthly various service objectives related to the Provision of Service, 807 KAR 5:061, Section 10(1); Dial Service Requirements, 807 KAR 5:061, Section 15(1) and (2); Answering Time, 807 KAR 5:061, Section 22(1) and (2) and Service Interruption, 807 KAR 5:061, Section 25(3) and (4).

Coalfields Telephone Company's demonstration of ability to function in emergency situations:

Coalfields Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹ and the Kentucky Administrative Regulations (KAR), 807 5:061, Section 24. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, Coalfields Telephone Company, in accordance with 807 KAR 5:061. Telephone, Section 24, has a written plan in place to meet service emergencies resulting from failures of power service, sudden and prolonged increase in traffic, fire, storm, or acts of God, and has trained employees on emergency procedure. Each central office building is supplied with standby generators and battery back-up that enable the central office to keep running for at least the minimum of four (4) hours, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

in its electronic equipment sites in accordance with the specifications identified in
Section 24 of the 807 KAR, 5:061, Emergency Operations.

**(800) Operating Companies
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

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<810>	Reporting Carrier	Coalfields Telephone Company
<811>	Holding Company	Gearheart Communications, Inc.
<812>	Operating Company	

[illegible]

**GEARHEART COMMUNICATIONS, INC.
D/B/A COALFIELDS TELEPHONE COMPANY
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 39**

2. REGULATIONS (Cont'd)

2.6 Payment Arrangement and Credit Allowances

2.6.1 Establishment of Credit

1. In accordance with Kentucky Public Service Commission rules, the Company is not obligated to furnish service to any individual or firm that owes for service previously rendered at the same or a difference address, until arrangements have been made to liquidate such previous indebtedness to the Company.
2. In order to insure the payment of all charges due for its service, the Company may require a subscriber to establish and maintain his credit in one of the following ways:
 - a. By furnishing reference suitable to the Company;
 - b. By providing a suitable guarantee in writing, in form prescribed by the Company;
 - c. By means of cash deposit;
 - d. By having been a satisfactory subscriber of the Company.

2.6.2 Advanced Payments

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BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

1. At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's service and /or installation charge as applicable, and any applicable taxes or franchise fees in addition to any special construction and installation charges that may also apply.
2. The amount of the advance payment is credited to the subscriber's account on the first bill rendered.
3. Federal, state or Municipal governmental agencies may not be required to make advance payments.

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Paul R. Gearheart, General Manager

**GEARHEART COMMUNICATIONS, INC.
D/B/A COALFIELDS TELEPHONE COMPANY
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 40**

2. REGULATIONS (Cont'd)

2.6 Payment Arrangement and Credit Allowances (Cont'd)

2.6.3 Deposits

1. Any applicant who is unable to establish a satisfactory credit standing with the Company or any subscriber whose credit standing has become impaired may be required to deposit a sum up to an amount equal to either the charge for two months local service or the charge for estimated toll messages during a similar period, or both.
2. Any deposit made may be held during the continuance of service as a security for the payment of any and all amounts accrued for the service.
3. Service may be refused or discontinued for failure to pay the requested deposit.
4. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payment and the prompt payment of bills on presentation or constitutes a waiver or modification or the regular practices of the company providing for the discontinuance of service for nonpayment of any sum due the company.

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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2**
First Revised Sheet No. 41
Replaces Original Sheet No. 41

2. REGULATIONS (Cont'd)

2.6 Payment Arrangement and Credit Allowances (Cont'd)

2.6.3 Deposits (Cont'd)

5. Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.

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Paul D. Gearheart, General Manager



**GEARHEART COMMUNICATIONS, INC.
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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 42**

2. REGULATIONS (Cont'd)

2.6 Payment Arrangement and Credit Allowances (Cont'd)

2.6.4 Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, within 10 days after the company has served or mailed notice requiring the subscriber to do so, except in extreme cases.

2.6.5 Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, a restoration charge equal to the Company's tariffed service order charge will be made and collected by the Company.

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**GEARHEART COMMUNICATIONS, INC.
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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 43**

2. REGULATIONS (Cont'd)

2.6 Payment Arrangement and Credit Allowances (Cont'd)

2.6.6 Allowances for Interruptions in Service

1. Interruptions in service that are not due to the negligence of, or noncompliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth in this section for the part of the service that the interruption affects.
2. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
3. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired but not interrupted.
4. For calculating credit allowances, every month is considered to have 30 days.
5. A credit allowance for fixed recurring fees only is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
6. A credit allowance will be given for interruptions of 30 minutes or more.

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Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

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D/B/A COALFIELDS TELEPHONE COMPANY
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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 44**

2. REGULATIONS (Cont'd)

2.6 Payment Arrangement and Credit Allowances (Cont'd)

2.6.7 Limitations on Allowances

No credit allowance will be made for:

1. Interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
2. Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer (or other common carriers connected to the Company's facilities;
3. Interruptions due to the failure or malfunction of non-Company equipment;
4. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
5. Interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
6. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
7. Interruption of service due to circumstances or causes beyond the control of Company

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SECRETARY OF THE COMMISSION

**GEARHEART COMMUNICATIONS, INC.
D/B/A COALFIELDS TELEPHONE COMPANY
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 5**
First Revised Sheet No. 4
Replaces Original Sheet No. 4

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.3 Basic Exchange Line Service

5.3.1 Description

Basic Line Service provides a Customer with a single, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company-provided Basic Lines.

Each Basic Residential **(C)** Line is provided with the following standard features that can be deleted at the Customer's option:

Touch Tone
Calling Number Delivery **(N)**

Each Basic Business **(C)** Line is provided with the following standard features that can be deleted at the Customer's option:

Touch Tone

5.3.2 Rates

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services, including installation charges, are shown elsewhere in this Tariff.

	<u>Monthly Rate</u>	
1. Residential Service	\$ 14.00	(I)
2. Business Service	\$ 18.33	

Issue Date: March 14, 2013
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Issued by: /s/ Paul D. Gearheart
Paul D. Gearheart, Vice President, General Manager



**GEARHEART COMMUNICATIONS, INC.
D/B/A COALFIELDS TELEPHONE COMPANY
LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 5**
First Revised Sheet No. 5
Replaces First Revised Sheet No. 5

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline

5.4.1 Description of Service

1. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service for qualifying residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in CC Docket 97-157, which adopts the Federal-State joint Board recommendation in CC Docket 9645, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Kentucky Public Service Commission and are as set forth in this tariff.
2. Lifeline is supported by the federal universal service support mechanism.
3. Federal baseline support is available for each Lifeline service and is passed through to the subscriber. In addition state support is available for each Lifeline service and is passed through to the subscriber. The total amount of the eligible credit will not exceed the sum of the state and federal subscriber support or the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.

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LOCAL EXCHANGE TARIFF**

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SECTION 5
First Revised Sheet No. 6
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5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.2 Regulations

- 1. (D)**
2. One low- income credit is available per household and is applicable to the primary residential connection only.
3. A Lifeline customer may subscribe to any local service offering available to other residence customers.
4. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
6. The federal primary inter-exchange carrier charge (PICC) will not be billed to Lifeline customers who subscribe to toll blocking and do not pre-subscribe to a long distance carrier.

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Paul D. Gearheart, General Manager



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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 5
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Replaces Original Sheet No. 7**

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.2 Regulations (Cont'd)

7. A Lifeline subscriber's local service will not be disconnected for non-payment of regulated toll charges. Local service may be denied for non-payment of local and miscellaneous service in accordance with Section 2 of this Tariff. Access to toll service may be denied for non-payment of regulated tolls. A Lifeline subscriber's request for reconnection of local service will not be denied if the service was previously denied for non-payment of toll charges.
8. Lifeline is not available for resale.

5.4.3 Eligibility

To be eligible for a Lifeline credit, a customer must be a current recipient of any one of the following low-income assistance programs or have income at or below 135 percent of the Federal Poverty Guidelines [Note 1].

1. Supplemental Security Income (SSI)
2. Supplemental Nutrition Assistance Program (T)
3. Medicaid
4. Federal public housing / Section 8
5. Low Income Home Energy Assistance Program (LIHEAP)
6. Temporary Assistance to Needy Families program (TANF)
7. National School Lunch's free program (NSL)

All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

[Note 1] This provision is effective June 1, 2012.

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**GEARHEART COMMUNICATIONS, INC.
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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 5
Original Sheet No. 8**

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.4 Certification

1. Proof of eligibility in any of the qualifying low-income programs should be provided to the company at the time of application for service. The Lifeline credit will not be established until the Company has received proof of eligibility. If the customer requests installation prior to the company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
2. Proof of eligibility shall be in the form of an affidavit, certifying under penalty of perjury, that the subscriber is receiving benefits under one of the qualifying programs. It is the customer's responsibility to notify the company when the customer is no longer participating in any of the qualifying programs.
3. The company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal law. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
4. When a customer is determined to be ineligible as a result of an audit, the company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued.

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SECTION 9 (1)

BY: *Stephan D. Bell*

Paul R. Gearheart, General Manager

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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 5**

Third Revised Sheet No. 9
Replaces Second Revised Sheet No. 9

5. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

5.4 Lifeline (Cont'd)

5.4.5 Application of Rates and Charges

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's access line bill for local service.
2. Service charges may be applicable for installing or changing Lifeline service.
- 3.
4. Service charges do not apply for converting existing service to Lifeline.
5. Life credits are limited to one per Household.

5.4.6 Credit Amount

The Lifeline credit passed through to the customer consists of:

Credit, one per Lifeline per Household, limited to the total amount of charges.

The State and Federal Credit, one per Lifeline.

	<u>Federal</u>	<u>State</u>
Lifeline Credit	\$9.25 (R)	\$3.50

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**GEARHEART COMMUNICATIONS, INC.
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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 11**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer

2.4.1 Responsibilities of the Customer

The Customer shall be responsible for:

1. The payment of all applicable charges pursuant to this tariff, regardless of whether such charges are associated with the customer's own usage or that of users authorized by the customer. For purposes of this tariff, authorization includes any user with access to the premises housing the customer's service.
2. Reimbursing the Company for damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;

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**GEARHEART COMMUNICATIONS, INC.
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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 12**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.1 Responsibilities of the Customer (Cont'd)

3. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the customer from the cable building entrance or property line to the location of the equipment space described in 2.5.10. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the customer. The Company may require the customer to demonstrate its compliance with this section prior to accepting an order for service;
4. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 13**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.1 Responsibilities of the Customer (Cont'd)

4. (Cont'd)

and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work; complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any customer premises or the rights-of-way for which customer is responsible under Section 2.5.10; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;

5. Not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
6. Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance will be made for the period during which service is interrupted for such purposes.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 14**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.2 Claims

With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

1. Any loss, destruction or damage to the property of the Company or an third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
2. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 15**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.3 Unlawful Purpose

The customer will not use any service the Company offers for any unlawful purpose or for any use that the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.4.4 Attachments or Connections

1. The customer will not permit equipment, accessories, apparatus, circuit or device to be attached to or connected with the Company's facilities except as provided in this Tariff.
2. In case any unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of the unauthorized attachment or connection or to disconnect service. The customer shall be responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to premises because of such attachments or connections.
3. Where a maintenance or repair visit is made to the subscriber's premises and the difficulty or trouble report results from the use of unauthorized attachments or connections, the "Maintenance of Service Charge" as specified in Section 3 of the Tariff shall be applied.

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**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 16**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.4 Attachments or Connections (Cont'd)

4. Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 8 of this Tariff.
5. Accessories which aid a subscriber in the use of facilities of the Company in the service for which they are furnished under this Tariff are permissible provided that the use of any accessory does not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to the equipment or other facilities of the company; or interfere with the proper functioning of such equipment or facilities.

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**GEARHEART COMMUNICATIONS, INC.
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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 17**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.5 Transmission Interference

The customer, upon notification from the Company, will immediately shut down its transmission of signals if said transmission is causing interference to others.

2.4.6 Assignment or Transfer by Customer

The customer or other authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit the Customer to transfer the customer's existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this Tariff will apply.

2.4.7 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

2.4.8 Taxes

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of Network Services.

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LOCAL EXCHANGE TARIFF**

**PSC KY TARIFF NO. 3
SECTION 2
Original Sheet No. 18**

2. REGULATIONS (Cont'd)

2.4 Obligations of the Customer (Cont'd)

2.4.9 Broadcast of Recordings of Telephone Conversations

The customer may broadcast a recording of a telephone conversation provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with subscriber-provided voice recording equipment as specified in this Tariff, and pursuant to applicable law.

2.4.10 Recorded Public Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, or miscellaneous devices for recorded public announcements are subject to the following conditions:

- a. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
- b. Private telephone numbers will not be furnished for use with recorded public announcements.
- c. Failure to comply with the provisions of this Tariff shall be cause of termination of service.

**PUBLIC SERVICE COMMISSION
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Issue Date: April 13, 1999

Issued By:

Paul R. Gearheart, General Manager

REDACTED – FOR PUBLIC INSPECTION

COALFIELDS TELEPHONE COMPANY (SAC 260408)

ATTACHMENT - LINE 3026

ATTACHMENT REDACTED IN ENTIRETY